

DRAFT INDIANA EMERGENCY MEDICAL DISPATCH RULES
Proposed Effective Date July 1, 2006

Definitions; applicability

The EMD definitions will be added to the definitions in 836 IAC 1-1-1.

(a) "Call routing" means the reception of emergency calls where the purpose is to only determine the course of direction of the routing (such as police, fire, medical) resulting in rapid transfer of medical callers to the emergency medical dispatch agency or emergency medical dispatcher for emergency medical dispatching services.

(b) "Dispatch agency" means an emergency medical dispatch agency.

(c) "Dispatch life support" means the knowledge, procedures, and skills used by trained emergency medical dispatchers in providing care and advice through pre-arrival instructions and post-dispatch instructions to callers requesting emergency medical assistance.

(d) "Emergency medical dispatch medical direction" means the management and accountability for the medical care aspects of an emergency medical dispatch agency including: responsibility for the medical decision and care advice rendered by the emergency medical dispatcher and emergency medical dispatch agency; approval and medical control of the operational emergency medical dispatch program; evaluation of the medical care and pre-arrival instructions rendered by the emergency medical dispatch personnel; direct participation in the emergency medical dispatch system evaluation and continuous quality improvement process; and, the medical oversight of the training of the emergency medical dispatch personnel.

(e) "Emergency medical dispatch medical director" means a physician who:

(1) has an unlimited license to practice medicine in Indiana;

(2) has an active role in the delivery of emergency care;

(3) provides emergency medical dispatch medical direction to an emergency medical dispatch agency; and

(4) works with the local emergency medical services provider medical director, if not the same person.

(f) "Emergency medical dispatcher" means a person who is trained to provide emergency medical dispatch services and who is certified under 836 IAC 5.

(g) "Emergency medical dispatching" means the reception, evaluation, processing, and provision of dispatch life support, management of requests for emergency medical assistance, and participation in ongoing evaluation and improvement of the emergency medical dispatch process. This process includes identifying the nature of the request, prioritizing the severity of the request, dispatching the necessary resources, providing medical aid and safety instructions to the callers, and coordinating the responding resources as needed, but does not include call routing itself.

(h) "Emergency medical dispatch agency" means any person that provides emergency medical dispatching for emergency medical assistance that is certified under 836 IAC 5.

(i) "Emergency medical dispatch program" or "dispatch program" shall mean a system that includes the protocol used by an emergency medical dispatcher in an emergency medical dispatch agency to dispatch aid to medical emergencies that includes:

(1) systematized caller interrogation questions; and

(2) systematized dispatch life support instructions and systematized coding protocols that match the dispatcher's evaluation of the injury or illness severity with the vehicle response mode and vehicle response configuration;

(j) "Pre-arrival instructions" shall mean the current, scripted medical instructions given in life threatening situations whenever possible and appropriate, where correct evaluation, verification, and advice given by emergency medical dispatchers is essential to provide necessary assistance and control of the situation prior to arrival of emergency medical services personnel. These protocols are part of an emergency medical dispatch program and are used as close to word-for-word as possible.

(k) "Post-dispatch instructions" shall mean case-specific advice, warnings, and treatments given by trained emergency medical dispatchers after dispatching emergency medical services personnel and vehicles.

(l) "Quality assurance and improvement program" shall mean a program approved by the medical director and administered by the emergency medical dispatch agency for the purpose of insuring safe, efficient, and effective performance of emergency medical dispatchers in regard to their use of the emergency medical dispatch program and patient care advice provided. This program shall include at a minimum, the random case review evaluating emergency medical dispatcher performance, feedback of emergency medical dispatch program compliance levels to emergency medical dispatchers, related continuing education retraining and remediation, and submission of compliance data to the medical director and the agency.

(m) "Vehicle response mode" shall mean the use of emergency driving techniques, such as warning lights-and-siren or routine driving response as assigned by the emergency medical dispatch agency and approved by the emergency medical dispatch medical director.

(n) "Vehicle response configuration" shall mean the specific vehicle(s) of varied types, capabilities, and numbers responding to render assistance as assigned by the emergency medical dispatch agency and approved by the emergency medical dispatch medical director.

Rule 1. Emergency Medical Dispatch

836 IAC 5-1-1 General Provisions

Authority IC 16-31-3.5-7

Affected

Sec 1. (a) An individual may not furnish, operate, conduct, maintain, or advertise services as an emergency medical dispatcher or otherwise be engaged as an emergency medical dispatcher unless that individual is certified by the commission as an emergency medical dispatcher.

(b) A person may not furnish, operate, conduct, maintain, or advertise services as an emergency medical dispatcher or otherwise be engaged as an emergency medical dispatch agency unless certified by the commission as an emergency medical dispatch agency.

836 IAC 5-1-2 Exemptions

Authority IC 16-31-3.5-7

Affected

Sec. 2. (a) A person that solely dispatches prescheduled emergency medical transports is not required to be certified under this article.

(b) A person that solely performs call routing is not required to be certified under this article.

Rule 2. Emergency Medical Dispatch Agencies

836 IAC 5-2-1 Emergency medical dispatch program

Authority IC 16-31-3.5-7

Affected

Sec. 1. An emergency medical dispatch program used by an emergency medical dispatch agency must meet or exceed the standards established by the National Highway Traffic Safety Administration (NHTSA) in the Emergency Medical Dispatch Program Implementation and Administration Managers Guide.

836 IAC 5-2-2 Application for certification; renewal

Authority IC 16-31-3.5-7

Affected

Sec 2. (a) An application for certification as an emergency medical dispatch agency shall be made on forms provided by the agency and shall include the fee required by 836 IAC 5-4. Both an application for original certification and an application for a renewal certification shall include the following:

(1) Organizational structure, including name, address, phone number and e-mail address for the following:

(A) Legal name of the applicant for certification and a list of all “doing business as” (“DBAs”) or assumed names that the applicant intends on using.

(B) Dispatch agency.

(C) Director of dispatch agency.

(D) Emergency medical dispatch medical director.

(2) A complete listing of affiliated emergency medical dispatch personnel to be utilized as emergency medical dispatchers, including the full name and emergency medical dispatcher certification number of each person.

(3) The following information:

(A) A description of the quality assurance and improvement program.

(B) Location of dispatch agency's records.

(C) Hours of operation.

(D) List of emergency medical service provider organizations dispatched by dispatch agency.

(E) Continuing education requirements.

(F) Location of all remote dispatch centers, if applicable.

(4) Current Federal Communications Commission license or letter of authorization.

(5) Name and version of the emergency medical dispatch program proposed to be used.

If the version of the dispatch program that is proposed to be used has already been reviewed and approved by the agency, then the applicant must submit sufficient information to demonstrate that the proposed emergency medical dispatch program has been approved for use by the agency. If the agency has not already determined that the proposed dispatch program meets or exceeds the NHTSA standards, then a copy of the

emergency medical dispatch program proposed to be used must be submitted as part of the application.

(6) The signature of both the emergency medical dispatch medical director and the director of the dispatch agency each affirming to the best of their knowledge, under penalty of perjury, that the information contained in the application is accurate and complete.

(7) Other information as required by the agency.

(b) For an original certification, applicants shall provide a completed application to the agency at least sixty (60) days prior to the preferred effective date of the certification.

(c) Once issued, the certificate shall be valid for a period of two (2) years. The certificate shall be prominently displayed at the place of business.

(d) An application for renewal of an emergency medical dispatch agency certification shall be provided to the agency at least sixty (60) days prior to the expiration date of the current certificate. If the application for renewal is received by the agency after the expiration date of the certification, it shall include the late fee established in 836 IAC 5-4.

(e) An emergency medical dispatch agency shall provide the agency written notification within thirty (30) days of a change in any of the information provided in an application for original or renewal certification. This written notification shall include the signature of both the emergency medical dispatch medical director and the director of the dispatch agency each affirming to the best of their knowledge, under penalty of perjury, that the information contained in the application is accurate and complete.

(f) An emergency medical dispatch agency may operate multiple remote dispatch centers under one (1) certificate, if:

- (1) all dispatch centers operated under the certificate are part of a single legal entity;
- (2) emergency medical dispatch medical direction is provided by a single emergency medical dispatch medical director; and
- (3) supervision of emergency medical dispatch operations is provided by a single emergency medical dispatch agency director.

836 IAC 5-2-3 Personnel change notification requirements

Authority IC 16-31-3.5-7

Affected

Sec. 3. For an individual certified by the commission and employed (either paid or volunteer) by an emergency medical dispatch agency, the emergency medical dispatch agency shall notify the agency within thirty (30) days of any of the following:

- (1) An action taken by the emergency medical dispatch agency or the emergency medical dispatch medical director to:
 - (A) restrict, suspend, or revoke the individual's authorization to perform emergency medical dispatch for the emergency medical dispatch agency; or
 - (B) suspend or terminate the individual's employment or affiliation with the

- emergency medical dispatch agency.
- (2) The individual is no longer employed with the emergency medical dispatch agency either voluntarily or involuntarily.
 - (3) The individual is no longer affiliated with the emergency medical dispatch agency either voluntarily or involuntarily.
 - (4) This notification shall include the following:
 - (A) Name of individual.
 - (B) Emergency medical dispatcher certification number.
 - (C) Date action was taken.
 - (D) Description of the action taken, including the length of the action if the action was temporary and any conditions and terms associated with the action.
 - (E) Reason action was taken.

836 IAC 5-2-4 Operating procedures

Authority IC 16-31-3.5-7

Affected

Sec. 4. (a) An emergency medical dispatch agency shall be operated in a safe, efficient, and effective manner and in compliance with all provisions of the agency-approved emergency medical dispatch program, including the following:

- (1) All personnel providing emergency medical dispatch services for the emergency medical dispatch agency must be certified under this article as emergency medical dispatchers before functioning alone in an online capacity.
- (2) The agency-approved emergency medical dispatch program shall be used on every request for medical assistance.
- (3) The emergency medical dispatcher interrogating the caller must be the same emergency medical dispatcher that provides the pre-arrival instructions and post-dispatch instructions to the caller.
- (4) Under the written approval and supervision of the emergency medical dispatch medical director, the emergency medical dispatch agency shall establish:
 - (A) a quality assurance and improvement program;
 - (B) a continuing education program; and
 - (C) emergency medical dispatch guidelines and operating procedures to implement the emergency medical dispatch program.

(b) Each dispatch agency shall have an emergency medical dispatch medical director to provide supervision and oversight over the medical aspects of the operation of the emergency medical dispatch agency. The medical director shall do the following:

- (1) Review and approve the emergency medical dispatch guidelines and operating procedures.
- (2) Participate in the quality assurance and improvement program.
- (3) Review and approve the emergency medical dispatch agency's education program.

(c) Each dispatch agency shall comply with federal communication commission regulations and maintain a current license on all frequencies utilized for emergency medical services dispatch.

(d) An emergency medical dispatch agency shall report to the agency whenever an action occurs that may justify the revocation or suspension of a certificate issued by the agency.

(e) The emergency medical dispatch agency shall retain its records relating to the emergency medical dispatch program as follows:

- (1) All audio recordings shall be retained for a minimum of six (6) months.
- (2) The emergency medical dispatch agency shall retain for a minimum of seven (7) years all other records relating to the emergency medical dispatch program including the following types of records:
 - (A) Training records of emergency medical dispatchers.
 - (B) Records of audit and review.

(f) As part of the quality assurance and improvement program, the emergency medical dispatch agency shall conduct an audit and review at least quarterly to assess, monitor, and evaluate the quality and efficiency of the dispatch system as follows:

- (1) The audit shall evaluate dispatcher performance.
- (2) The audit shall evaluate the effectiveness of the dispatch program.
- (3) The results of the audit shall be reviewed with the emergency medical dispatcher.
- (4) Documentation for the audit and review shall include the following:
 - (A) The criteria used to select audited emergency medical dispatch event.
 - (B) Problem identification and resolution.
 - (C) Date of review.
 - (D) Attendance at the review.
 - (E) A summary of the discussion at the review.
- (5) The audit and review shall be conducted under the direction of one (1) of the following:
 - (A) The emergency medical dispatch agency director and medical director; or
 - (B) The emergency medical dispatch agency committee that is designated and supervised by the dispatch agency director and medical director.

Rule 3. Emergency Medical Dispatchers

836 IAC 5-3-1 General certification provisions

Authority IC 16-31-3.5-7

Affected: IC 16-31-3.5

Sec. 1. (a) For an applicant to be eligible to apply for original certification, an applicant must:

- (1) be at least eighteen (18) years of age.
- (2) have a high school diploma or general education equivalent.
- (3) have a current certification in cardiopulmonary resuscitation.
- (4) have successfully completed an education and training program that the agency determines meets or exceeds the standards established by the National Highway Traffic Safety Administration (NHTSA) in the Emergency Medical Dispatch Instructor Guide. This education and training program must either have been completed no more than two

years before the date the application is received by the agency; or the following conditions must be met:

(A) the application must be received by the agency by no later than one (1) year after the effective date of this rule,

(B) the applicant must have at least twenty-four (24) hours of continuing emergency medical dispatch education in each two (2) year period since completion of the education and training program.

(5) have successfully completed a written competency examination approved by the commission. This written competency examination must either have been completed no more than two years before the date the application is received by the agency; or the following conditions must be met:

(A) the application must be received by the agency by no later than one (1) year after the effective date of this rule,

(B) the applicant must have at least twenty-four (24) hours of continuing emergency medical dispatch education in each two (2) year period since completion of the written competency examination.

(b) To be eligible to renew a certification, an emergency medical dispatcher shall meet the following continuing emergency medical dispatch education requirements during the certification period:

(1) Participate in a minimum of twelve (12) hours of emergency medical dispatch audit and review.

(2) Participate in a minimum of twelve (12) hours of any combination of lectures, critiques, continuing education course, or teaching sessions that review subject matter presented in the emergency medical dispatch agency's program.

(3) Have a current certification in cardiopulmonary resuscitation.

(c) An emergency medical dispatcher shall comply with the following:

(1) An emergency medical dispatcher shall not furnish, operate, conduct, maintain, or advertise services as an emergency medical dispatcher or otherwise be engaged as an emergency medical dispatcher except for an emergency medical dispatch agency.

(2) An emergency medical dispatcher shall comply with the protocols, procedures, standards, rules and policies established by the agency and commission.

(3) An emergency medical dispatcher shall comply with the emergency medical dispatch program and the written policies and procedures adopted by the emergency medical dispatch agency or the emergency dispatch medical director.

(4) An emergency medical dispatcher shall not act negligently, recklessly, or in such a manner that endangers the health or safety of emergency patients or the members of the general public.

(5) An emergency medical dispatcher shall comply with the state and federal laws governing the confidentiality of patient medical information.

(6) An emergency medical dispatcher shall not delegate to a less qualified individual any skill that requires an emergency medical dispatcher.

(d) An emergency medical dispatcher shall report to the agency whenever an action has taken place that may justify the revocation or suspension of a certificate issued by the commission.

(e) An emergency medical dispatcher shall inform the agency of each emergency medical dispatch agency with which the dispatcher is affiliated. The emergency medical dispatcher shall inform the agency within thirty (30) days of a change in this information.

836 IAC 5-3-2 Application for original certification or certification renewal

Authority IC 16-31-3.5-7

Affected: IC 16-31

Sec. 2. (a) An application for certification as an emergency medical dispatcher shall be made on forms provided by the agency and shall include the fee required by 836 IAC 5-4. The application shall include the following:

- (1) Name, address, phone number and e-mail address of applicant.
- (2) Date of birth.
- (3) Documentation proving that applicant has a high school diploma or general education equivalent.
- (4) Documentation proving that applicant has a current certification of cardiopulmonary resuscitation.
- (5) Documentation proving the applicant has met the education and training requirements established by 836 IAC 5-3-1(a)(4), which shall include the following:
 - (A) Name of participant.
 - (B) Name of completed emergency medical dispatch program.
 - (C) Emergency medical dispatch program name and address.
 - (D) Course title.
 - (E) Date of course.
 - (F) Signatures of instructor or course director.
 - (G) Number of medical dispatch continuing education hours completed.
 - (H) If the education and training was provided by an entity that provides certification or some other written proof of completion, then provide a copy of this written proof of completion. If this entity has established continuing education requirements or other requirements to maintain a current certification with that entity, provide proof of current certification with program.
- (6) Documentation proving the applicant has completed the written competency examination required by 836 IAC 5-3-1(a)(5), which shall include the following:
 - (A) Name of participant.
 - (B) Name of completed emergency medical dispatch program.
 - (C) Emergency medical dispatch program name and address.
 - (D) Exam title.
 - (E) Date of exam.
 - (F) Signatures of instructor or course director.
- (7) Name of all emergency medical dispatch agencies with which applicant is affiliated.
- (8) A question asking the applicant if the applicant has ever been charged or convicted of a crime other than a minor traffic violation. If the answer to this question is “yes”, then

the applicant will be asked to submit additional information to allow the agency to evaluate the applicant's criminal history.

(9) Other information required by agency.

(10) Signature of applicant, affirming under penalties of perjury that all information submitted with the application is accurate and complete.

(b) Certification as an emergency medical dispatcher shall be valid for a period of two (2) years.

(c) An application for a renewal certification as an emergency medical dispatcher shall be made on forms provided by the agency and shall include the fee required in 836 IAC 5-4. The application shall include the following information:

(1) Name, address, phone number and e-mail address of applicant.

(2) Name and address of all emergency medical dispatch agencies with which affiliation will be.

(3) Documentation proving that applicant has a current certification of cardiopulmonary resuscitation.

(4) Proof of compliance with the requirements for renewing a certification as an emergency medical dispatcher established by 836 IAC 5-3-1(b).

(5) A question asking the applicant if the applicant has ever been charged or convicted of a crime other than a minor traffic violation. If the answer to this question is "yes", then the applicant will be asked to submit additional information, if the applicant has not previously submitted this information, to allow the agency to evaluate the applicant's criminal history.

(6) Other information required by agency.

(7) Signature of applicant, affirming under penalties of perjury that all information submitted with the application is accurate and complete.

(d) An emergency medical dispatcher shall provide the agency written notification within thirty (30) days of a change in any of the information provided in an application for original or renewal certification.

(e) An individual whose certification as an emergency medical dispatcher has expired may reacquire the certification by complying with the following:

(1) If the request to reacquire certification is received by the agency within six (6) months of the expiration date, the individual shall comply with all of the requirements for a renewal application established in subsection (c) and pay the late fee established in 836 IAC 5-4.

(2) If the request to reacquire certification is received by the agency more than six (6) months after the expiration date, the individual shall comply with all of the requirements for obtaining an original certification required established in subsection (a).

Rule 4. Emergency Medical Dispatch Fees

836 IAC 5-4-1 Application for original certification or certification renewal

Authority IC 16-31-3.5-7

Affected: IC 16-31

Sec. 1. (a) The following is the fee schedule for an emergency medical dispatch agency.

Type of fee	Amount
Fee for original certification	\$50
Fee for renewal certification	\$25
Late fee, if renewal application is submitted late within six (6) months of the expiration date. This late fee is in addition to the fee for renewal.	\$25
Late fee, if renewal application is submitted more than six (6) months after the expiration date. This fee is an addition to the fee for renewal.	\$100

Payment of a late fee does not allow an emergency medical dispatch agency to operate when a certificate is expired.

(b) The following is the fee schedule for an emergency medical dispatcher:

Type of fee	Amount
Fee for original certification	\$25
Fee for renewal certification	\$15
Late fee, if renewal application is submitted late within six (6) months of the expiration date. This late fee is in addition to the fee for renewal.	\$20

Payment of a late fee does not allow an emergency medical dispatcher to work as an emergency medical dispatcher when a certificate is expired.

(c) All payments shall be made payable to the Emergency Medical Services Fund.

(d) There will be an additional surcharge of thirty-five dollars (\$35) for any returned check.

(e) All fees are nonrefundable.

ADDITIONAL INFORMATION

(1) Waiver: The provision in 836 IAC 1-1-3(b) that allows the EMS Commission to waive any of its rules (including a fee) if an applicant shows that (1) imposition of the rule would impose an undue hardship; and (2) patient care will not be jeopardized; will be applicable to these emergency medical dispatch rules.

(2) Enforcement: The enforcement provisions governing this rule are located in IC 16-31-3-14, IC 16-31-3-14.5, IC 16-31-3-16; IC 16-31-3-17.